

# Kaiser Foundation Health Plan

## CAHPS Questions

### Composite and Questions

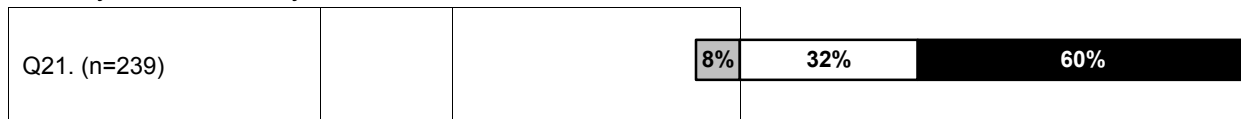
## Getting Care Quickly

This chart summarizes the responses to survey questions 21, 23, 26, and 32 contained in the composite, "Getting Care Quickly." Individual question-level responses immediately follow.

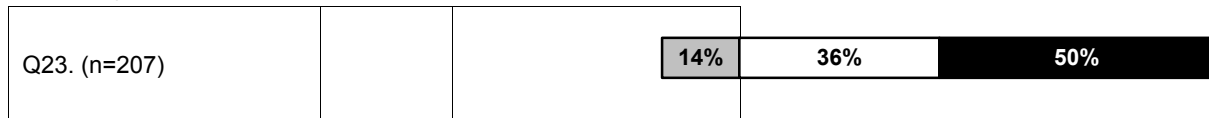
### Composite



Q21. "In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?"



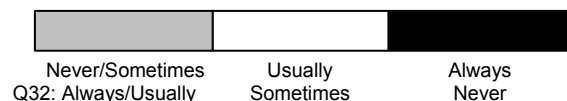
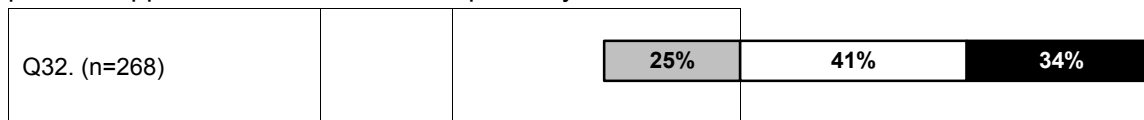
Q23. "In the last 6 months, how often did your child get an appointment for regular or routine health care as soon as you wanted?"



Q26. "In the last 6 months, when your child needed care right away for an illness or injury, how often did your child get care as soon as you wanted?"



Q32. "In the last 6 months, how often did your child wait in the doctor's office or clinic more than 15 minutes past the appointment time to see the person your child went to see?"



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.